IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Masaya NAGATA

Application No.: 10/022,916   Confirmation No.: 002105

Filed: December 20, 2001   Art Unit: 2143

For: SERVICE MANAGEMENT METHOD,   Examiner: A. H. Bilgrami
      SERVICE MANAGEMENT PROGRAM, AND
      INFORMATION RECORDING MEDIUM
      RECORDING THE PROGRAM

APPEAL BRIEF TRANSMITTAL FORM

MS Appeal Brief - Patents
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Appeal Brief on behalf of the Appellants in connection with the above-identified application.

☐   The enclosed document is being transmitted via the Certificate of Mailing provisions of 37 C.F.R. § 1.8.

A Notice of Appeal was filed on March 30, 2006.

☐   Applicant claims small entity status in accordance with 37 C.F.R. § 1.27.

The fee has been calculated as shown below: C6/29/2006 SZEHDIE1 C3000059 10022916
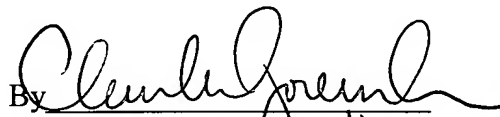   01 FC:1402   523.09 OP

☒   Extension of time fee pursuant to 37 C.F.R. §§ 1.17 and 1.136(a) - $120.00.

Birch, Stewart, Kolasch & Birch, LLP   TCB/STW/sks

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Dated: June 28, 2006   Respectfully submitted,

By _____

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IN THE U.S. PATENT AND TRADEMARK OFFICE

IN RE APPLICATION OF   BEFORE THE BOARD OF APPEALS

Masaya NAGATA

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APPEAL BRIEF

TABLE OF CONTENTS

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Alexandria, VA 22313-1450

Sir:

As required under § 41.37(a), this brief is filed in furtherance of the Notice of Appeal filed March 30, 2006. A request for Pre-Appeal Brief review was requested and a Notice of Panel Decision from Pre-Appeal Brief Review was mailed on May 1, 2006. This Brief is being filed within two months of the mailing date of the Panel Decision and includes a request for a one-month extension of time. The fees required under § 41.20(b)(2) are dealt with in the accompanying TRANSMITTAL OF APPEAL BRIEF.

This brief contains items under the following headings as required by 37 C.F.R. § 41.37 and M.P.E.P. § 1206:

I.	Real Party In Interest
II	Related Appeals and Interferences
III.	Status of Claims
IV.	Status of Amendments

I.   REAL PARTY IN INTEREST

The real party in interest for this appeal is:

Sharp Kabushiki Kaisha

II.   RELATED APPEALS, INTERFERENCES, AND JUDICIAL PROCEEDINGS

There are no other appeals, interferences, or judicial proceedings which will directly affect or be directly affected by or have a bearing on the Board's decision in this appeal.

III.   STATUS OF CLAIMS

A.   Total Number of Claims in Application

There are 21 claims pending in application.

B.   Current Status of Claims

    1.   Claims canceled: none

    2.   Claims withdrawn from consideration but not canceled: none

    3.   Claims pending: 1-21

    4.   Claims allowed: none

    5.   Claims rejected: 1-21

C.   Claims On Appeal

The claims on appeal are claims 1-21

IV.   STATUS OF AMENDMENTS

Applicant did not file an Amendment After Final Rejection.

V.   SUMMARY OF CLAIMED SUBJECT MATTER

<u>Claim 1</u>

Independent claim 1 requires a service management method for managing an application program such as application 50 (page 23, lines 3-5 and 18-20) made up of a plurality of functions 511, 512, 513 (page 23, lines 5-17). In a disclosed embodiment, the application comprises a word processor, and the functions are word processing functions such as "cut," "copy," and "paste" (Fig. 11). When a function is used, a box may be checked in a function table (Fig. 11) (page 31, lines 13-25) or a numerical value in a function table may be incremented each time a function is used (Fig. 19 and page 49 line 20 through page 50, line 11). The method includes a step of checking usage conditions of the plurality of functions to determine which functions have been used less than a predetermined number of times. This may be accomplished by determining which boxes in the function table are checked (page 33, lines 11-24) or comparing the number of times a function has been used with a given value (page 50, lines 12-20). The computer provides notification that a function is not being used or being used many times (page 40, line 17 through

page 41 line 17) which may occur, for example, by displaying a message advising a user that a certain function is available.

Claim 3

Independent claim 3 requires a service management method managing an application program made up of a combination of a plurality of functions by a computer. The application 50 and functions 511, 512 and 513 are discussed above in connection with claim 1. Claim 3 requires a step of checking usage conditions of the plurality of functions (page 33, lines 11-24 and page 50, lines 12-20). Claim 3 also requires a step of making a computer carry out processing to transmit a checking result to a service provider providing the application program to a user (page 40, line 6 through page 41, line 1) and receiving content from the service provider relating to a function used less than a predetermined number of times (page 41, lines 2-6).

Claim 4

Claim 4 depends from claim 3 and requires that the content received from the service provider be content of notification and promotion processing to promote a user to use a function that has been used less than a predetermined number of times (Fig. 13 and page 46, lines 10-25). Claim 4 also requires making the computer carry out the notification and promotion. This may be done when the information is received from the service provider as discussed above, or the information may be stored on the user's machine and displayed based on file name information received from the service provider (page 43, lines 6-19).

Claim 5

Independent claim 5 requires a service management method managing a software package made up of a combination of a plurality of functions as discussed above in connection with claim 1 and including a function for carrying out processing to transmit/receive information via a network by a computer. This may occur through transmission section 17 (Figure 1, page 15, lines 3-10). One step required by claim 5 is receiving usage conditions of functions of the software package from a device in which the software package is installed via a network (page

40, lines 7-16), and another step is making the computer carrying out processing transmit a message for promoting use of a function that is indicated to be used less than a predetermined number of times to the device running the program (page 41, line 2 through page 42, line 25).

Claim 6

Independent claim 6 requires a service management method managing a software package made up of a combination of a plurality of functions as discussed above in connection with claim 1 that causes a computer to carry out steps such as detecting that a specific function is selected or performed (page 30, lines 3-6 and page 31, lines 8-12) and updating a management file which records usage conditions of the plurality of functions so as to distinguish detected functions from an undetected function (Figs. 10 and 11 and page 31, lines 13-25). The functions are grouped into at least a first level and a second level with at least one function in the first level being associated with at least one function in the second level. Figure 10, for example, illustrates various functions at a "high" level and other functions at a "middle" level. Various middle level functions (e.g., "save in html" and "print preview") are associated with a function in the high level ("file"). At least one function in the first group is indicated as used only if all functions in the second level that are associated with the at least one function are indicated as used (page 32, line 6 through page 33, line 10). With reference to Figure 12, for example, it can be seen that the command "edit" is marked with a "1" to indicate that this function has been used because all commands at a lower level are marked with a "1" to show that they have been used. "File," however, is not marked with a "1" because not all functions at a second level associated with "file" have been used.

Claim 7

Claim 7 depends from claim 6 and further requires making a computer carry out the steps of displaying data which includes at least either of data on a used function and data on an unused function described in the management file on an activation screen of the application program. (Figure 8 and page 45, line 12 through page 46, line 4).

Claim 9

Independent claim 9 requires a service management method managing an application program made up of a combination of a plurality of functions by a computer as discussed above in connection with claim 1. The method involves making the computer carry out steps of detecting that a function is selected or performed (page 30, lines 3-6 and page 31, lines 8-12) and writing the number of detection of the detected function in a management file which records usage conditions of the plurality of functions (Fig. 19 and page 50, lines 12-20). Claim 9 also requires that the functions be grouped into at least a first and second level, that at least one function in the first level be associated with at least one function in the second level, and that the at least one function in the first level be identified as used only if each function in the second level that is associated with the at least one function is detected a predetermined number of times (page 32, line 6 through page 33, line 10).

Claim 10

Claim 10 depends from claim 9 and requires a step of displaying data which includes at least either of data on a used function and data on an unused function described in the management file on an activation screen of the application program (Figure 8 and page 45 line 12 through page 46, line 4).

Claim 12

Claim 12 requires a service management program for carrying out the method of claim 1 (Figure 9 and page 20, line 14 through page 21, line 8 and page 22, line 10 through page 23, line 7). The functions performed by the claimed service management program are discussed above in connection with claim 1.

Claim 13

Claim 13 requires a service management program for carrying out the method of claim 3 (Figure 9 and page 20, line 14 through page 21, line 8 and page 22, line 10 through page 23, line 7). The functions performed by the claimed service management program are discussed above in

connection with claim 3.

Claim 14

Claim 14 requires a service management program for carrying out the method of claim 5 (Figure 9 and page 20, line 14 through page 21, line 8 and page 22, line 10 through page 23, line 7). The functions performed by the claimed service management program are discussed above in connection with claim 5.

Claim 15

Claim 15 requires a service management program for carrying out the method of claim 6 (Figure 9 and page 20, line 14 through page 21, line 8 and page 22, line 10 through page 23, line 7). The functions performed by the claimed service management program are discussed above in connection with claim 6.

Claim 16

Claim 16 requires a service management program for carrying out the method of claim 9 (Figure 9 and page 20, line 14 through page 21, line 8 and page 22, line 10 through page 23, line 7). The functions performed by the claimed service management program are discussed above in connection with claim 9.

Claim 17

Claim 17 requires a computer-readable information recording medium 16 recording the service management program of claim 12 (Figs. 1 and 9 and page 20, line 14 through page 21, line 8 and page 22, line 10 through page 23, line 7). The service management program is described above in connection with claim 12.

Claim 18

Claim 18 requires a computer-readable information recording medium 16 recording the service management program of claim 13 (Figs. 1 and 9 and page 20, line 14 through page 21,

line 8 and page 22, line 10 through page 23, line 7). The service management program is described above in connection with claim 13.

Claim 19

Claim 19 requires a computer-readable information recording medium 26 recording the service management program of claim 14 (Figs. 1 and 9 and page 20, line 14 through page 21, line 8 and page 22, line 10 through page 23, line 7). The service management program is described above in connection with claim 14.

Claim 20

Claim 20 requires a computer-readable information recording medium 16 recording the service management program of claim 15 (Figs. 1 and 9 and page 20, line 14 through page 21, line 8 and page 22, line 10 through page 23, line 7). The service management program is described above in connection with claim 15.

Claim 21

Claim 21 requires a computer-readable information recording medium 16 recording the service management program of claim 16 (Figs. 1 and 9 and page 20, line 14 through page 21, line 8 and page 22, line 10 through page 23, line 7). The service management program is described above in connection with claim 16.

VI.   GROUNDS OF REJECTION TO BE REVIEWED ON APPEAL

Whether claims 6, 9, 15, 16, 20 and 21 are anticipated under 35 U.S.C. 102(e) by Motoyama, U.S. 6,662,225.

Whether claims 1-21 are unpatentable under 35 U.S.C. 103(a) over Motoyama in view of Horvitz, U.S. 6,262,730.

VII.   ARGUMENT

A. REJECTIONS UNDER 35 U.S.C. 102(e) (MOTOYAMA)

Claim 6

Claim 6 is rejected under 35 U.S.C. 102(e) as being anticipated by Motoyama. Claim 6 requires a service management method managing an application program made up of a combination of a plurality of functions by a computer. The method includes steps of detecting that a specific function has been selected or performed and updating a management file. The management file records usage conditions of the plurality of functions so as to distinguish a detected function from an undetected function. Regarding these functions, claim 6 requires that the functions be grouped into at least a first level and a second level. At least one function in the first level is associated with at least one function in the second level, and the at least one function in the first level is identified as used only if all functions in the second level that are associated with that function are identified as used. Motoyama does not disclose functions grouped into first and second levels as required by claim 1. The examiner has not stated that such functions are disclosed in Motoyama. Instead, the examiner argues that "having functions grouped into different levels and being associated to each other is an inherent part of any software."

It is respectfully submitted that the examiner has not provided any evidence or arguments to support this reliance on inherency as required by MPEP 2112. In order to find an element inherent in a reference, the evidence must show that the missing element is *necessarily present* in the reference. The fact that an element required by a claim might be present in a reference is not sufficient to support a rejection based on inherency. *In re Robertson*, 169 F. 3d 743, 745, 49 U.S.P.Q. 2d 1949, 1950-51 (Fed. Cir. 1999). Moreover, "[i]n relying upon the theory of inherency, the examiner must provide a basis in fact and/or technical reasoning to reasonably support the determination that the allegedly inherent characteristic necessarily flows from the teachings of the applied prior art." *Ex parte Levy*, 17 U.S.P.Q. 2d 1461, 1464 (Bd. Pat. App. & Inter. 1990). It is respectfully submitted that the record does not show that having functions grouped into different levels is "necessarily present" in Motoyama. In addition, the examiner has not provided a basis in fact and/or technical reasoning to reasonably support the allegedly inherent characteristic. Claim 6 distinguishes over Motoyama for at least this reason.

Even if grouped functions were found to be inherently present in Motoyama, it is respectfully submitted that nothing in the record suggests at least one function in a first level being identified as used only if all functions in a second level that are associated with the at least one function are identified as used as required by claim 6. Motoyama logs usage data, but in no manner shows or suggests identifying a function as used only if the limitations of claim 6 are satisfied. Claim 6 is submitted to distinguish over Motoyama for this reason as well.

Motoyama does not show all limitations of claim 6, and claim 6 is therefore submitted to be allowable over Motoyama.

Claims 9, 15, 16, 20 and 21

Claims 9, 15, 16, 20 and 21 are rejected under 35 U.S.C. 102(e) as being anticipated by Motoyama. Each of these claims requires a plurality of functions that are grouped and identified as used as recited in claim 6. Claims 9, 15, 16, 20 and 21 are therefore submitted to be allowable for at least the reasons provided above in connection with claim 6.

B. REJECTIONS UNDER 35 U.S.C. 103(a)

Claim 1

Claim 1 is rejected under 35 U.S.C. 103(a) as being unpatentable over Motoyama in view of Horvitz. It is respectfully submitted that 1) Horvitz does not stand for the proposition stated in the Office Action, 2) a proper motivation for modifying Motoyama in view of Horvitz has not been identified, and 3) in view of point 1 above, even if a motivation for combining the references were identified, the result would not be the invention required by claim 1. Each of these issues is addressed below.

The examiner has argued that Horvitz shows "making said computer carry out processing to transmit a message for promoting use of a function which is indicted in the usage conditions as a function used less than a predetermined number of times." Horvitz discloses a method of providing a user of a computer program with context-specific help. Such help may be provided automatically based on actions taken by the user. For example, if a user selects an entire spreadsheet and then pauses, formatting help may be offered (Horvitz, column 23, line 61 to

column 24, line 23). Horvitz does not show making a determination regarding a function used less than a predetermined number of times as stated in the Office Action, much less offering help based on the number of times a function is used. Therefore, even if a motivation for combining the references were found, the result would not be the invention required by claim 1, and claim 1 is submitted to be allowable over the references of record for at least this reason.

In addition, a proper motivation for combining the references has not been provided. The Office Action indicates that one skilled in the art would have modified Motoyama with some functionality of Horvitz "in order to make the service management system more versatile and robust in terms of providing assistance and making it more user friendly." First, nothing in the record suggests that adding a functionality to Motoyama would make Motoyama's system more "robust." Motoyama does not disclose any problem with robustness, and nothing in the record suggests that Horvitz could be used to make Motoyama more robust.

The remainder of the statement of motivation merely alleges that making the combination of two references would provide benefits. It is submitted that, with the assistance of hindsight, one can generally see some benefit in combining any two references. Nothing in the record, however, suggests why one of ordinary skill in the art at the time the claimed invention was made would have been motivated to change Motoyama in some manner in view of Horvitz. If the rejection is based on the belief that it might be possible to combine the references, it is noted that MPEP 2143.01 provides that this does not constitute a motivation for doing so. It is therefore respectfully submitted that the examiner has not provided a motivation for modifying Motoyama and that a *prima facie* case of obviousness has not been presented.

The above rationale for combining Motoyama and Horvitz was used by the examiner in making the final rejection of claim 1 under 35 U.S.C. 103(a). In response to earlier arguments by Applicant regarding the lack of motivation to combine references, the examiner provided additional comments in the Response to Arguments section of the January 30, 2006, final Office Action. There the examiner cites to "column 1, lines 49-65," presumably referring to Horvitz, where "studies of the use of models for reasoning about the intentions of people" are mentioned. From this brief mention of the existence of unexplained studies, the examiner finds a suggestion for calculating "a threshold limit for determining how many times a function has not been used."

This suggestion may be found in the present application, but it is respectfully submitted that in is in no manner present in the references of record. This portion of Horvitz therefore also fails to provide a motivation for combining Motoyama and Horvitz.

Finally, the Office Action dated October 20, 2005, cited to a number of old cases, one of which is said to show that "the conclusion of obviousness may be made from common knowledge and common sense of a person of ordinary skill in the art without any specific hint or suggestion in a particular reference." This appears to be a statement that references can be combined without providing any motivation for doing so. Applicant requested clarification of this statement in a Reply filed December 19, 2005. These same cases were quoted a second time in the final Office Action of January 30, 2006, but no response to this request was provided. Therefore, to the extent that the rejection of claim 1 is based on the erroneous premise that no motivation for modifying references is needed, the rejection of claim 1 is also traversed.

For at least the above reasons, it is respectfully submitted that claim 1 is allowable over the references of record.

Claims 2-21

Claims 2-21 are also rejected under 35 U.S.C. 103(a) based on a combination of Motoyama and Horvitz. As argued above in connection with claim 1, it is not believed that a motivation for combining these reference has been provided. Therefore, a *prima facie* case of obviousness has not been presented in connection with any of claims 1-21. Rejections of some of claims 2-21 are specifically addressed below. However, to the extent that these rejections are based on a combination of Motoyama and Horvitz, the rejections are traversed for the same reasons provided above in connection with claim 1.

Claim 3

Claim 3 is rejected under 35 U.S.C. 103(a) as being unpatentable over Motoyama in view of Horvitz. Claim 3 is submitted to be allowable over these references for at least the reasons provided above in connection with claim 1. In addition, claim 3 requires a service management method managing an application program made up of a combination of a plurality

of functions by a computer that includes steps of checking usage conditions of the plurality of functions, making the computer carry out processing to transmit a checking result to a service provider providing said application program to a user and <u>receiving content, from said service provider,</u> relating to a function which is used <u>less than a predetermined number of times</u>.

Motoyama sends data to a service provider, but there is no indication that Motoyama receives content from the service provider, much less content relating to a function used less than a predetermined number of times. Horvitz does not disclose receiving content from a service provider. Therefore, even if a motivation for combining the references had been provided, the combination would in no manner show or suggest the invention required by claim 3. For this reason as well, claim 3 is submitted to be allowable over the art of record.

Claim 4

Claim 4 depends from claim 3 and is allowable for at least the same reasons as claim 3. In addition, claim 4 requires that the received content comprise content of notification and promotion processing to promote a user to use a function used less than a predetermined number of times. Neither Motoyama nor Horvitz suggests promoting the use of a function that is used less than a predetermined number of times. Claim 4 is submitted to further distinguish over the references of record for this reason.

Claim 5

Independent claim 5 is rejected under 35 U.S.C. 103(a) as being unpatentable over Motoyama and Horvitz. Claim 5 is submitted to be allowable over these references for at least the same reasons provided above in connection with claim 1. Furthermore, claim 5 requires a service management method managing a software package made up of a combination of a plurality of functions including a function for carrying out processing to transmit/receive information via a network, by a computer. The method involves receiving usage conditions of the functions of the software package from a device in which the software package is installed via the network, and making the computer carry out processing to transmit a message for promoting use of a function which is indicated in the usage conditions as a function used less

than a predetermined number of times, to the device. Motoyama discloses receiving usage conditions from a device. However, Motoyama in no manners suggests making a computer transmit a message to the device to promote the usage of any function, much less a function used less than a predetermined number of times. Horvitz does not address this shortcoming of Motoyama. Claim 5 is submitted to further distinguish over Motoyama and Horvitz for this reason.

Claim 6

Claim 6 is rejected under 35 U.S.C. 103(a) as being unpatentable over Motoyama in view of Horvitz. It is maintained that the combination of Motoyama and Horvitz is improper for the reasons provided above in connection with claim 1, and claim 6 is therefore submitted to be allowable for at least the reasons provided above in connection with claim 1.

In addition, claim 6 stands rejected under 35 U.S.C. 102(e) as being anticipated by Motoyama. The rejection of claim 6 under 35 U.S.C. 103(a) does not identify what differences exist between Motoyama and the invention of claim 6, what modification to Motoyama is being proposed or why one skilled in the art would have been motivated to make some modification as required by MPEP 706.02(j). No separate reasons for rejecting claim 6 under 35 U.S.C. 103(a) are provided. It is therefore respectfully submitted that the examiner has not presented a *prima facie* case of obviousness in connection with claim 6 and that the rejection of claim 6 under 35 U.S.C. 103(a) should be withdrawn.

Claim 7

Claim 7 depends from claim 6 and is submitted to be allowable for at least the same reasons as claim 6. In addition, claim 7 requires a computer to carry out the additional step of displaying data which includes at least either of data on a used function and data on an unused function described in a management file, on an <u>activation screen</u> of the application program. Neither reference discloses displaying data on used and unused functions on an activation screen of an application program. A screen is referred to at columns 23 and 24 of Horvitz, noted in the Office Action, in connection with help offered <u>while</u> a user is interacting with a spreadsheet

program. This in no manners describes displaying information on an <u>activation screen</u> of a program as claimed. Claim 7 is submitted to further distinguish over Motoyama and Horvitz for this reason.

Claims 9, 15, 16, 20 and 21

Claims 9, 15, 16, 20 and 21 are rejected under 35 U.S.C. 103(a) as being unpatentable over Motoyama in view of Horvitz. Like claim 6, each of these claims also stands rejected under 35 U.S.C. 102(e) as being anticipated by Motoyama. The rejections of claims 9, 15, 16, 20 and 21 under 35 U.S.C. 103(a) do not identify what differences exist between Motoyama and the claimed inventions, what modification to Motoyama is being proposed or why one skilled in the art would have been motivated to make some modification as required by MPEP 706.02(j). No separate reasons for rejecting claims 9, 15, 16, 20 and 21 under 35 U.S.C. 103(a) are provided. It is therefore respectfully submitted that the examiner has not presented a *prima facie* case of obviousness in connection with claims 9, 15, 16, 20 and 21 and that the rejection of these claims under 35 U.S.C. 103(a) should be withdrawn.

Claim 10

Claim 10 depends from claim 9 and includes a limitation similar to a limitation of claim 7. Claim 10 is submitted to be allowable over Motoyama and Horvitz for the same reasons provided above in connection with claim 7.

Claims 12 and 17

Claim 12 requires a service management program for managing an application program made up of a combination of a plurality of functions by a computer. The program performs the method of claim 1. Claim 12 is therefore submitted to be allowable for at least the same reasons as claim 1.

Claim 17 requires a computer-readable information recording medium recording the service management program of claim 12. Claim 17 is therefore submitted to be allowable over the references of record for at least the same reasons as claim 12.

Claims 13 and 18

Claim 13 requires a service management program for managing an application program made up of a combination of a plurality of functions by a computer. The program performs the method of claim 3. Claim 13 is therefore submitted to be allowable for at least the same reasons as claim 3.

Claim 18 requires a computer-readable information recording medium recording the service management program of claim 13. Claim 18 is therefore submitted to be allowable over the references of record for at least the same reasons as claim 13.

Claims 14 and 19

Claim 14 requires a service management program for managing a software package made up of a combination of a plurality of functions. The program performs the method of claim 5. Claim 14 is therefore submitted to be allowable for at least the same reasons as claim 5.
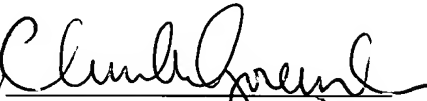
Claim 19 requires a computer-readable information recording medium recording the service management program of claim 14. Claim 19 is therefore submitted to be allowable over the references of record for at least the same reasons as claim 14.

CONCLUSION

For the foregoing reasons, the withdrawal of all rejections and the allowance of claims 1-21 is earnestly solicited.

Dated: Respectfully submitted,

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CLAIMS APPENDIX A

VIII. Claims Involved in the Appeal of Application Serial No. 10/022,916

1. A service management method managing an application program made up of a combination of a plurality of functions by a computer, comprising the steps of:

checking usage conditions of said plurality of functions to determine which functions have been used less than a predetermined number of times; and

making said computer carry out notification and promotion processing to promote a user to use a function from among the functions which have been determined to have been used less than a predetermined number of times.

2. The service management method as set forth in claim 1, wherein:

said predetermined number of times is set as not less than twice.

3. A service management method managing an application program made up of a combination of a plurality of functions by a computer, comprising the steps of:

checking usage conditions of said plurality of functions;

making said computer carry out processing to transmit a checking result to a service provider providing said application program to a user; and

receiving content, from said service provider, relating to a function which is used less than a predetermined number of times.

4. The service management method as set forth in claim 3,:

wherein said content is content of notification and promotion processing to promote a user to use the function which is used less than a predetermined number of times, corresponding to the usage conditions of the functions transmitted to said service provider,; and

wherein the method further comprises making said computer carry out the notification and promotion processing based on the content.

TCB/STW/

5. A service management method managing a software package made up of a combination of a plurality of functions including a function for carrying out processing to transmit/receive information via a network, by a computer, comprising the steps of:

receiving usage conditions of the functions of said software package from a device in which said software package is installed via the network; and

making said computer carry out processing to transmit a message for promoting use of a function which is indicated in the usage conditions as a function used less than a predetermined number of times, to said device.

6. A service management method managing an application program made up of a combination of a plurality of functions by a computer, making said computer carry out the steps of:

detecting that a specific function is selected or performed; and

updating a management file which records usage conditions of said plurality of the functions so as to distinguish said detected function from an undetected function,

wherein, the functions are grouped into at least a first level and a second level, at least one function in the first level being associated with at least one function in the second level, and

the at least one function in the first level is identified as used only if all functions in the second level that are associated with the at least one function are identified as used.

7. The service management method as set forth in claim 6, further making said computer carry out the step of:

displaying data which includes at least either of data on a used function and data on an unused function described in said management file, on an activation screen of said application program.

8. The service management method as set forth in claim 6, further making said computer carry out the step of:

transmitting data which includes at least either of data on a used function and data on an unused function described in said management file.

9. A service management method managing an application program made up of a combination of a plurality of functions by a computer, making said computer carry out the steps of:

detecting that a specific function is selected or performed; and

writing number of detection of said detected function in a management file which records usage conditions of said plurality of the functions, wherein

the functions are grouped into at least a first level and a second level, at least one function in the first level being associated with at least one function in the second level, and

the at least one function in the first level is identified as used only if each function in the second level that is associated with the at least one function is detected a predetermined number of times.

10. The service management method as set forth in claim 9, further making said computer carry out the step of:

displaying data which includes at least either of data on a used function and data on an unused function described in said management file, on an activation screen of said application program.

11. The service management method as set forth in claim 9, further making said computer carry out the step of:

transmitting data which includes at least either of data on a used function and data on an unused function described in said management file.

12. A service management program for managing an application program made up of a combination of a plurality of functions by a computer, provided for:

checking usage conditions of said plurality of functions to determine which functions

have been used less than a predetermined number of times; and

making said computer carry out notification and promotion processing to promote a user to use a function from among the functions which have been determined to have been used less than a predetermined number of times.

13. A service management program for managing an application program made up of a combination of a plurality of functions by a computer, provided for:

checking usage conditions of said plurality of functions;

making said computer carry out processing to transmit a checking result to a service provider providing said application program to a user; and

receiving content, from said service provider, relating to a function which is used less than a predetermined number of times.

14. A service management program for managing a software package made up of a combination of a plurality of functions including a function for carrying out processing to transmit/receive information via a network, by a computer, provided for:

receiving usage conditions of the functions of said software package from a device in which said software package is installed via the network; and

making said computer carry out processing to transmit a message for promoting use of a function which is indicated in the usage conditions as a function used less than a predetermined number of times, to said device.

15. A service management program for managing an application program made up of a combination of a plurality of functions by a computer, provided for making said computer carry out the steps of:

detecting that a specific function is selected or performed; and

updating a management file which records usage conditions of said plurality of the functions so as to distinguish said detected function from an undetected function,

wherein, the functions are grouped into at least a first level and a second level, at least

one function in the first level being associated with at least one function in the second level, and

the at least one function in the first level is identified as used only if all functions in the second level that are associated with the at least one function are identified as used.

16. A service management program for managing an application program made up of a combination of a plurality of functions by a computer, provided for making said computer carry out the steps of:

detecting that a specific function is selected or performed; and

writing number of detection of said detected function in a management file which records usage conditions of said plurality of the functions, wherein

the functions are grouped into at least a first level and a second level, at least one function in the first level being associated with at least one function in the second level, and

the at least one function in the first level is identified as used only if each function in the second level that is associated with the at least one function is detected a predetermined number of times.

17. A computer-readable information recording medium recording a service management program for managing an application program made up of a combination of a plurality of functions by a computer, recording said service management program provided for:

checking usage conditions of said plurality of functions to determine which functions have been used less than a predetermined number of times; and making said computer carry out notification and promotion processing to promote a user to use a function from among the functions which have been determined to have been used less than a predetermined number of times.

18. A computer-readable information recording medium recording a service management program for managing an application program made up of a combination of a plurality of functions by a computer, recording said service management program provided for:

checking usage conditions of said plurality of functions;

making said computer carry out processing to transmit a checking result to a service provider providing said application program to a user; and

receiving content, from said service provider, relating to a function which is used less than a predetermined number of times.

19. A computer-readable information recording medium recording a service management program for managing a software package made up of a combination of a plurality of functions including a function for carrying out processing to transmit/receive information via a network, by a computer, recording said service management program provided for:

receiving usage conditions of the functions of said software package from a device in which said software package is installed via the network; and

making said computer carry out processing to transmit a message for promoting use of a function which is indicated in the usage conditions as a function used less than a predetermined number of times, to said device.

20. A computer-readable information recording medium recording a service management program for managing an application program made up of a combination of a plurality of functions by a computer, recording said service management program provided for making said computer carry out the steps of:

detecting that a specific function is selected or performed; and

updating a management file which records usage conditions of said plurality of the functions so as to distinguish said detected function from an undetected function,

wherein, the functions are grouped into at least a first level and a second level, at least one function in the first level being associated with at least one function in the second level, and

the at least one function in the first level is identified as used only if all functions in the second level that are associated with the at least one function are identified as used.

21. A computer-readable information recording medium recording a service management program for managing an application program made up of a combination of a

plurality of functions by a computer, recording said service management program provided for making said computer carry out the steps of:

detecting that a specific function is selected or performed; and

writing number of detection of said detected function in a management file which records usage conditions of said plurality of the functions, wherein

the functions are grouped into at least a first level and a second level, at least one function in the first level being associated with at least one function in the second level, and

the at least one function in the first level is identified as used only if each function in the second level that is associated with the at least one function is detected a predetermined number of times.

EVIDENCE APPENDIX B

IX.   No evidence is being submitted.

RELATED PROCEEDINGS APPENDIX C

X.   There are no related proceedings.